

# **Town of Los Altos Hills Emergency Operations Plan**



**Adopted by City Council  
November 21, 2002**

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## **Annex**

- 1. Local Hazard Mitigation Plan**
- 2. Terrorism Response Plan**
- 3. Large Animal Evacuation Plan**

## **ATTACHMENTS**

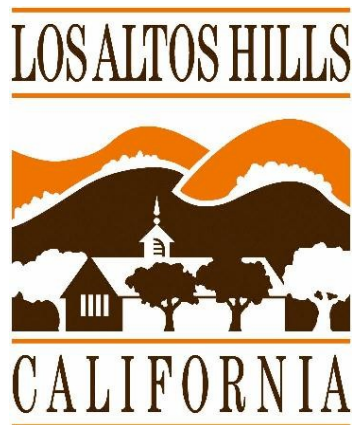
- A. Sample Proclamation of a Local Emergency**
- B. Resolution of the City Council; adoption of NIMS**
- C. Hazard Mitigation Plan Approval Letter**
- D. Glossary of Terms**
- E. Acronyms**

## **Town of Los Altos Hills Emergency Plan**

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### **Message from the Town**

**Responsive local government services and community self-sufficiency are key to the protection of lives and the preservation of property and the environment. In the preparation and promulgation of the Emergency Operations Plan, the Town of Los Altos Hills formally commits its resources to a proactive and effective community response. The Town of Los Altos Hills and Los Altos Hills County Fire District are committed to Community Emergency Response and Preparedness Programs that promote individual, team and family preparedness.**



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## **Foreword**

A natural disaster could occur in the Town of Los Altos Hills at any time. Three active faults fracture the western half of the Town, placing Los Altos Hills in the highest category of earthquake shake potential. Twenty-six acres of the Town are in areas of existing landslides and 757 acres are subject to extreme wildfire threat.

The Town's Emergency Operations Plan is based on the Incident Command System, guidelines of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). The Plan is augmented by the Emergency Operations Guide, which is designed to facilitate disaster response.

The Town's Plan is a living document subject to revisions based on evolving organizational structure, new laws, experience with exercises and actual disasters. SEMS plans have been proven to be successful in providing emergency staff and volunteers with the knowledge required to respond efficiently and effectively in a disaster.

# **Town of Los Altos Hills Emergency Plan**

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## **Purpose**

The purpose of this Emergency Operations Plan is to organize and guide the Town's response to major emergency situations associated with natural disasters, technological incidents and national security emergencies.

Specific objectives are to:

- Establish an understanding of the authority, responsibilities, functions and operations of the Town government during emergencies.
- Manage and coordinate emergency operations.
- Coordinate resources within the Town.
- Coordinate mutual aid within the Town.
- Request and allocate resources from outside the Town
- Gather and disseminate verified disaster related information

## **Goals**

Disaster and emergency first responders share a number of common goals, including the desire to protect life, environment and property. Identifiable goals include:

- Save Lives and care for casualties
- Limit further casualties
- Limit further damage to structures and environment
- Reassure and care for the public
- Restore area to normal as soon as possible

## **Promulgation**

Prior to issuance, all Town staff assigned a primary function in the Emergency Operations Center will review this plan. Upon completion of review and concurrence of the staff, the plan will be submitted to the City Council for review. With approval of the City Council, the plan will be officially adopted and promulgated. The approval date will be included on the title page.

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# **Town of Los Altos Hills Emergency Plan**

## **Emergency Management Organization**

An emergency management organization can start small and grow as the need arises. Fully activated, the Standardized Emergency Management System includes all jurisdictions throughout the state level. Cities will coordinate emergency operations within their boundaries, and the county and state will coordinate support for the cities.

### **Standardized Emergency Management System**

The adoption of the Standardized Emergency Management System (SEMS) is required to be eligible for state funding of response related personnel and resource costs. The Town of Los Altos Hills adopted SEMS on November 21, 2002.

SEMS provides an effective response to multi-agency and multi-jurisdictional emergencies that affects the Town and surrounding jurisdictions. By standardizing key elements of the emergency management system, SEMS facilitates the flow of information and resources within and between cities, county, region and state.

The Town's use of SEMS improves the mobilization, deployment, utilization, tracking and demobilization of needed mutual aid resources. SEMS will reduce the incidence of poor coordination and communications and reduce resource duplication on multi-agency responses.

There are four components that make up SEMS:

1. Incident Command System
2. Inter-Agency Coordination
3. State's Master Mutual Aid Agreement
4. Operational Area Structure

### **Incident Command System**

The Incident Command System (ICS) was originally developed by fire services to provide a standardized system for managing emergencies. ICS was designed to be adaptable and flexible to the needs of other disciplines and provide a common organizational framework within which agencies can work collectively at the scene of an emergency.

SEMS requires emergency response agencies to use ICS as their basic emergency management system. There are five primary functions within the ICS management structure:



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1. Management
2. Operations
3. Planning
4. Logistics
5. Finance

## **Management**

The Town's Director of Emergency Services has the overall responsibility for the effective management of the incident. The director must ensure that an adequate organization is in place to effectively moderate the situation.

The Director assigns the authority to conduct the primary functions of Operations, Planning, Logistics and Finance. In addition to the primary functions, the Director also has the responsibility for the staff level activities of liaison, information and safety officers.

The Director allows for a wide range of functions to be performed, and provides an organization structure to accommodate those functions. A basic premise of ICS is that the next higher level in the organization will perform all lower level functions that have not been specifically assigned to an individual.

## **Operations**

The Operations function is responsible for the coordinated tactical response for the emergency. The Town's Public Safety Officer, Sheriff's Department Liaison Officer and County Fire Chief Officer will oversee the Operations function in the EOC. Their responsibilities are to coordinate the following Emergency Operations Units; Fire and Rescue, Law Enforcement, Medical, Care and Shelter and Volunteers.

There may also be a need for separate branches; Construction and Engineering, Traffic Control and Hazardous Materials. On smaller incidents, the Director of Emergency Services usually handles the functions of Operations. The Public Safety Officer may act as the Operations Chief at the Director's request.

## **Planning**

The most senior Planning staff member acts as the Planning Section Chief. The Associate Planner is the backup Planning Section Chief. The Planning Chief collects, evaluates and disseminates information, develops an action plan, maintains documentation and identifies any potential future emergency response concerns.

The Planning Section develops situation reports for each Operational Period and maintains logs and other documents associated with the disaster in order to

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reconstruct events for reimbursement and lessons-learned, as well as identify future training needs and issues.

Planning also ensures critical information is available to all agencies and disciplines including staff in the Emergency Operations Center. The Planning Section Chief has a key role in developing an After-Action report required by NIMS.

### **Logistics**

The City Engineer is the Logistics Section Chief. The most senior Engineer on staff is the backup Logistics Chief. The Logistics Chief is responsible for providing facilities, services, personnel, equipment and materials in support of incident responders.

Logistics has the responsibility for processing all of the resource orders used in support of the incident. This can also include resources needed to provide victims with relief, e.g., food, water, shelters and medical aid for victims.

### **Finance**

The Finance Director is the Finance Section Chief. The Finance Section Chief is responsible for all financial and cost analysis aspects of the incident and for any administrative aspects not handled by other functions. There are three commonly used units within the Finance section; Time, Cost and Claims unit.

The Cost unit accumulates and reports all costs of disaster response and recovery to obtain maximum state and federal reimbursement of eligible costs and help departments justify budget overruns related to the emergency.

The Time unit maintains an accurate record of payroll time for all specially hired emergency response workers and ensures that a record of all personnel and equipment time for the response is maintained.

The Claims unit manages compensation for injuries and claims arising out of the incident.

The Finance Director may take responsibility for each unit or assign the unit to a qualified staff member.

### **Inter-Agency Coordination**

Inter-Agency coordination is the participation of various agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities; including sharing of information, critical resources and the prioritization of those resources.

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Inter-Agency Coordination, as it applies to the Town, is the coordinating efforts of Town emergency staff, outside agencies and the Town's emergency response volunteers. The Town's emergency response volunteers include the Emergency Communications Committee, Community Emergency Response Team and Large Animal Evacuation Volunteers.

### **The Master Mutual Aid Agreement**

Mutual Aid is provided between and among local jurisdictions and the state under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement. This Agreement was developed in 1950 and has been adopted by California's incorporated cities, all 58 counties and the state.

The Master Mutual Aid Agreement states that each jurisdiction agrees to furnish resources and facilities and to render services to each and every other jurisdiction to combat any type of disaster.

***The Town of Los Altos Hills is not required to unreasonably deplete its own resources, facilities and services in the process of furnishing mutual aid.***

The Sheriff's Office and County Fire will request mutual aid for additional law and fire aid from neighboring jurisdictions on the basis of existing agreements with surrounding jurisdictions.

When the Town's own resources are strained and outside contractors are unavailable, the Town will request additional aid from the County EOC.

### **Operational Area**

The Operational Area (OpArea) consists of Santa Clara County and all political subdivisions within the county. The governing bodies of the county and of the political subdivisions in the county organize and structure the OpArea. The County Office of Emergency Services will be the lead agency for the OpArea. The OpArea is located on the fourth floor of the Sheriff's Office in San Jose.

OpArea facilitates the coordination of resources between its member jurisdictions. They also serve as a communication and coordination link between the Region and State Level EOCs and Local Government EOCs within the OpArea.

OpArea emergency coordinators will locate and coordinate the acquisition of the requested aid first from the jurisdictions within the county. If sufficient resources are still not available, the coordinator forwards the request to the Regional Level. The Town of Los Altos Hills does not contact the Regional Level for mutual aid.

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Under SEMS, the Region Level coordinates information and resources among the OpAreas within the Mutual Aid Region and between the OpAreas and the State Level. The Regional Level along with the State Level coordinates overall state agency support for emergency response activities.

Examples of mutual aid requests made or requested from the Town's EOC are:

- Ham radio operators
- Trained CERT volunteers
- Additional EOC staff
- Public Works personnel and equipment
- Building Officials
- Spontaneous volunteer assistance

### **Emergency Response Levels**

SEMS consists of five Organizational Response Levels, which are activated by command/management staff at each level as necessary:

1. Field Response Level
2. Local Government Level
3. Operational Area Level
4. Regional Level
5. State Level

#### **Field Response Level**

The Field Response Level is where emergency response personnel and resources carry out tactical decisions and activities under the command of an appropriate authority in direct response to an incident or threat.

SEMS regulations require the use of ICS at the field response level of an incident. The Town's law enforcement and fire protection services are provided by the Santa Clara County Sheriff's Office and Santa Clara County Fire Department.

When the Town's Emergency Operations Center (EOC) is activated, the Town does not provide tactical direction to law or fire personnel. These decisions are made at each discipline's incident command post. The Town will share critical information with the incident command post when requested. This information sharing is accomplished with a Town liaison assigned to the incident command post that will have direct communications with the Town's EOC.

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Town field response personnel include emergency volunteers and staff assigned to work the field in direct response to the disaster. Examples of field response personnel:

- Maintenance crew, building official and engineers
- CERT members
- Ham operator

## **Local Government Level**

Local governments include cities, counties, and special districts, e.g. Purissima Hills Water District. The Town's EOC falls under the Local Government Level of response. SEMS requires local governments to establish and maintain an EOC.

Once activated, the EOC implements the Town's Emergency Operations Plan, requests support from the OpArea and supports field level activity, such as CERT and ECC members. ***Important: The EOC also provides critical information to the California Emergency Management Agency (CalEMA) that will be used to allocate and prioritize resources to areas where it is most needed.***

## **Operational Area Level**

The Operational Area (OpArea) is the intermediate level of the state's emergency services organization, which encompasses the county and all political subdivisions located within the county. The OpArea manages and/or coordinates information, resources, and priorities among local governments within the operational area. The OpArea serves as the coordination and communication link between the Local Government Level and the Regional Level.

## **Regional Level**

Because of its size and geography, the state has been divided into six Mutual Aid Regions. The purpose of a Mutual Aid Region is to provide for the more effective application and coordination of mutual aid and other emergency related activities. CalEMA provides administrative oversight over the Mutual Aid Regions through three Administrative Region Offices of Emergency Services: Inland, Southern and Coastal Regions.

The Regional Level manages and coordinates information and resources among OpAreas within the Mutual Aid Region, and also between the OpAreas and the State Level. The Regional Level also coordinates overall state agency support for emergency response activities within the region.

The Town of Los Altos Hills is located in the Coastal Region (Region 2). The Coastal Region Office of Emergency Services is located in Oakland. When the

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region is activated, all OpAreas will coordinate resources through their Regional Emergency Operations Center (REOC).

### **State Level**

The State Level of SEMS tasks and coordinates state resources in response to the requests from the Regional Emergency Operations Centers and coordinates Mutual Aid Regions between the Regional Level and State Level. The State Level also acts as the coordination link between the state and federal disaster response system (FEMA).

The major responsibilities at the State Level are to ensure all state and regional response elements of SEMS are activated, function effectively and are maintained at the level necessary for the response. The State supports the regions, state agencies and other entities in establishing short-term recovery operations following a disaster.

The primary disaster response function of the State is to act as the overall coordinator in the event of simultaneous multi-jurisdictional disasters. The State collects and authenticates disaster related information from all sources such as the Town's EOC and other agencies EOCs throughout California. This information is used to develop Situation Reports for the Governor's office. Situation reports ensure adequate statewide mobilization and allocation of state assets.

### **National Incident Management System**

In response to the September 11, 2001 attacks, President Bush issued Homeland Security Presidential Directive HSPD 5. Released on February 28, 2003, HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS).

The purpose of NIMS is to ensure that all levels of government have the capability to work efficiently and effectively together, using a national approach to domestic incident management. There are eight components to NIMS:

1. Command and Management, including ICS
2. Communications and Information Management
3. Preparedness
4. Resource Management
5. Multi-Agency Coordination
6. Supporting Technologies
7. Joint Information System (JIS)
8. NIMS Management and Maintenance

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The Governor of California issued executive order S-2-05 ordering CalEMA to provide counties, cities and all responding agencies on implementation of SEMS, changes to comply with the requirements of NIMS. The Town of Los Altos Hills will follow the guidance from CalEMA as it is developed and implemented.

Town staff who work in the EOC and staff at the field level, including sworn volunteers, are required to receive the appropriate SEMS/NIMS/ICS training recommended by the Department of Homeland Security.

The City Council approved Resolution 2-09 adopting the National Incident Management System at their January 8, 2009 meeting. A copy of the Resolution is included in this plan.



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## **Continuity of Government**

A major disaster may disable key government officials and destroy essential buildings and records. Leadership, order and authority will be essential. Local government must continue to function. Alternate officials, buildings and records will prove invaluable.

### **Order of Succession for the Office of City Manager:**

1. Administrative Services Director
2. City Engineer/Public Works Director
3. Planning Director

### **Preservation of Town government during an emergency: Succession.**

In order to preserve local government during an emergency, the City Council shall meet as soon as possible, ascertain the damage incurred as a result of the emergency, fill vacancies and/or appoint temporary officers, all as prescribed by California Government Code Section 8635-8643.

### **Town Records**

Copies of the Town records are secured at the Corporation Yard, 27400 Purissima Road, Los Altos Hills. The City Manager and City Clerk hold these records in fireproof safes that can be accessed.

## **Temporary Seat of Government**

The temporary seat of government in the event the Town's location is not practical because of emergency conditions, will be as follows:

**First Alternate:** Town of Los Altos Hills Corporation Yard  
27400 Purissima Road  
Los Altos Hills

**Second Alternate:** City of Los Altos  
1 North San Antonio Road  
Los Altos



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## **Hazard Identification**

The Town of Los Altos Hills is subject to a variety of disasters, both natural and manmade. Portions of the Town are subject to flooding and landslides. The entire Town is within a few miles of active earthquake faults and has been determined by the United States Geological Services to be in a high-fire threat area. The most likely natural hazards and technological or manmade hazards that confront the Town of Los Altos Hills are as follows:

### **Natural Hazards**

- Wildland fire
- Earthquake
- Flood
- Landslide

### **Technological/Manmade**

- Hazardous Materials
- Airline Disaster
- Terrorism

### **Major Earthquake**

A major earthquake in Los Altos Hills could cause many casualties, extensive property damage, fires, and other ensuing hazards. Aftershocks and the secondary effects of fire and landslides could aggravate these effects. Extensive search and rescue operations may be required to assist trapped or injured persons. Injured or displaced persons would require emergency medical care, food and temporary shelter. Emergency operations would be seriously hampered by the loss of communications and damage to transportation routes within, and to and from the disaster area and by the disruption of public utilities and services.

The Town of Los Altos Hills is located in the seismically active San Francisco Bay region that hosts several active earthquake faults. One of the largest faults, the San Andreas Fault, crosses the western portion of the Town. In addition, three other faults that are closely related to the San Andreas Fault, the Berrocal Fault, the Monta Vista Fault and the Altamont Fault systems also cross the western portion of the Town. These faults manifest a variety of displacement styles.

Movement on the San Andreas Fault is predominantly right-lateral strike-slip, wherein the earth ruptures in a horizontal fashion, with the opposite sides of the fault moving to the right with respect to each other. Movement on the Berrocal, Monta Vista and Altamont faults is more variable in style. These faults are characterized by thrust faulting; wherein a significant amount of vertical up-down

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displacement occurs on an inclined plane, and one side of the fault has elevated the other side.

Buildings and other structures located in seismically active regions such as the San Francisco Bay area are exposed to the hazard of severe ground shaking during earthquakes. Ground shaking is the vibration caused by rupture of a fault segment during an earthquake, and it can be felt over a wide area when the magnitude of the earthquake is very strong. The shaking intensity also is stronger in the area close to the earthquake epicenter and weaker in the area farther away from the earthquake.

The Hayward Fault Zone is a geological fault zone capable of generating significantly destructive earthquakes. About 60 kilometers long, it lies mainly along the western base of the hills on the east side of San Francisco Bay. It runs through densely-populated areas, including the cities of Richmond, El Cerrito, Berkeley, Oakland, San Leandro, Hayward, Fremont, and San Jose.

The Hayward Fault is parallel to its more famous (and much longer) westerly neighbor, the San Andreas Fault, which lies offshore and through the San Francisco peninsula. To the east of the Hayward lies the Calaveras Fault. The Hayward Fault merges with these two fault systems south of San Francisco Bay.

**The Hayward Fault is a prime candidate in Northern California for a magnitude 7+ earthquake within the next 25 years.**

### **Landslides**

Reactivation of existing landslides or generation of new slope failures may be initiated under intense seismic ground shaking conditions. As a result of the Loma Prieta earthquake, many large pre-existing landslides demonstrated lurching or other signs of movement and partial reactivation within the local Santa Cruz Mountains to the southwest of the Town.

Landslides present the greatest geologic hazards to the foothills and low mountains in the Town. The sliding of a slope is a normal geologic process that widens valleys and flattens slopes. The rate ranges from rapid rock failures to very slow soil and bedrock creep. Landslides are caused by inter-related natural factors, such as weak soil and rock over hillsides made steeper by rapid stream erosion, adverse geologic structure, groundwater levels and high rainfall rates. Improper grading, excessive irrigation, removal of natural vegetation and altering surface and subsurface drainage can cause landslides.

### **Wildland Fire**

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The terrain, climate and vegetation of Los Altos Hills create a difficult fire problem. Hot summers without rain and low humidity make for long periods of high-fire danger. Strong, hot, dry winds occur each year. The plant covers includes a wide variety of highly flammable trees and brush that, under the area's climatic conditions, can easily catch fire and burn with great intensity. The topographical configuration is that of a steady rise in elevation that increases the rate of spread for any wildland fire.

In July 1985, a major fire set by an arsonist destroyed nine homes in Los Altos Hills and damaged 16 others. The fire spread rapidly, burning 200 acres before 200 firefighters from as far as South San Francisco fought the blaze. Four California Department of Forestry tanker plans and two helicopters helped fight the blaze. This fire is now referred to as the "Liddicoat Fire".

The fire forced the evacuation of 195 residents, as well as horses, sheep, and dogs. The American Red Cross established a shelter at Gunn High School in Palo Alto. Injuries were limited to smoke inhalation, heat exhaustion and minor burns.

### **Flooding**

Floods are generally classed as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours, days, or possibly weeks. Evacuation and sandbagging for a slow-rise flood may lessen flood-related damage. Conversely, flash floods are the most difficult to prepare for, due to the extremely short warning time. Flash flood warnings usually require immediate evacuation.

Once flooding begins, personnel will be needed to assist in rescuing persons trapped by floodwater, securing utilities, cordoning off flooded areas and controlling traffic. These actions may overtax the Town, and additional personnel and resources may be required. Mutual aid resources may be used as necessary to augment the Town's resources.

In January 1983, both President Reagan and Governor Deukmejian declared Santa Clara County a disaster area caused by major rainfall. Major rainfall in March, 1983 caused flooding on Edith Road and West Fremont Road. A series of landslides closed Page Mill Road from Paseo del Roble to Three Forks Road. There were numerous slides on Viscaino Road from Concepcion to Purissima. The rain-swollen Adobe Creek caused erosion and landslides in the area of Foothill College.

### **Terrorist Attack**

Since the September 11, 2001 attacks, there is a heightened sense of awareness that a terrorist attack could occur in the Bay Area. The Town of Los Altos Hills itself would be an unlikely target, but the surrounding high-tech companies with government contracts

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may be targets. If a major attack occurred in the Bay Area, the Town would activate its EOC to make its resources available if needed and to maintain communications with the OpArea and Town's residents.

As learned from the September 11, 2001 attacks, the following could occur after a terrorist attack:

- There can be significant numbers of casualties and/or damage to buildings and the infrastructure.
- Heavy law enforcement at local, state and federal levels can follow a terrorist attack due the event's criminal nature.
- Health and mental health resources in the affected communities can be strained to their limits, maybe even overwhelmed.
- Extensive media coverage, strong public fear and international implications and consequences can continue for a prolonged period.
- Workplaces and schools may be closed, and there maybe restrictions on domestic and international travel.
- Households may have to be evacuated.

### **Airline Disaster**

The Town of Los Altos Hills sits between two international airports. San Jose Airport is 15 miles to the south, and San Francisco Airport is 25 miles to the north. Air traffic flying directly over Los Altos Hills from either airport is minimal. Departing northbound air traffic from San Jose Airport will occasionally fly directly over the Town on fair weather days.

An airline accident affecting Los Altos Hills or any other jurisdiction in the region would be extremely rare. If an airline disaster affected Los Altos Hills, local law enforcement and fire including several outside jurisdictions would respond, requiring the Town to activate its EOC. Duties in the EOC may include:

- Collection and dissemination of information
- Organize CERT and ham operators
- Organize media releases
- Organize volunteer response

### **Levels of Emergencies**

Generally, emergency response will progress from local, to region, to state, to federal involvement. CalEMA has established three levels of emergency response, based on the severity of the situation and the availability of local resources.

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## **Minor to Moderate- Level 1**

This type of situation is managed in a normal manner from a command post at the scene. Local resources are adequate and available; a local emergency may or may not be proclaimed.

The Town of Los Altos Hills contracts law enforcement services with the Sheriff's Department and receives fire protection and emergency medical services from Santa Clara County Fire Department. Town staff would not be involved with command positions but would be apprised of the situation in the event the emergency escalates to the next level.

The Town may activate the EOC at Level 1 in preparation for a storm or fire that is not an immediate threat to Los Altos Hills.

## **Moderate to Severe- Level 2**

Local resources are not adequate and mutual aid may be required on a regional or even a statewide basis. A local emergency has been proclaimed and a state of emergency may be proclaimed.

Direction and coordination is centralized: the Director of Emergency Services and key Town staff meet at the Town's Emergency Operations Center to coordinate emergency response. Their activities may include, but are not limited to:

- Establishing a situation assessment function.
- Establishing a public information function.
- Determining resource requirements for the event and coordinating resource request.
- Establishing and coordinating the logistical systems necessary to support multi-incident management.
- Establishing priorities for resource allocation.

## **Major Disaster- Level 3**

Resources in or near the impacted area are overwhelmed and extensive state and federal resources are required. A local emergency and a state of emergency will be proclaimed and a Presidential Declaration of an emergency or major disaster will be requested.

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The Director of Emergency Services will activate the EOC in response to the event. The County OpArea will assist the Town's EOC with resource allocation and mutual aid.

### **Incident, Emergency and Disaster**

An *Incident* is an occurrence that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources. Incidents call for a field on-scene response by an Incident Commander and tactical and support resources organized within an Incident Command System structure. Incidents have a defined geographical area, which can involve one or more agencies. Usually the Town would not activate its EOC.

An *Emergency* is a condition that may result in extreme peril to the safety of persons and damage to property. In this context, an emergency and an incident could mean the same thing, although an emergency has a broader meaning and could have several incidents associated with it.

Emergency is also used in SEMS to describe States or facilities e.g., Emergency Response Agency, Emergency Operations Center, etc., and is also used to define a conditional state such as proclamation of Local Emergency, State of War Emergency and State of Emergency.

A *Disaster* is a sudden calamitous emergency event bringing great damage, loss of life or destruction. Disasters may occur with little or no advanced warning, e.g., an earthquake of flash flood, or they may develop from one or more incidents, e.g., a major brush fire. A disaster of these magnitudes will require the full activation of the Town's EOC.

### **Definition of Local Emergency:**

The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county or city, caused by such conditions as earthquake, floods, epidemic, fire, terrorist attack.... which are or are likely to be beyond the control of the services, personnel, equipment and facilities of that political subdivision...

### **Proclamation of Local Emergency**

The Proclamation authorizes the undertaking of extraordinary police powers and provides immunity for emergency actions of public employees and governing bodies. It authorizes the issuance of orders and regulations to protect life and property (e.g., curfews) and activates pre-established emergency provisions such as special purchasing and contracting. It is also a prerequisite for requesting state and federal disaster assistance.

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A Proclamation must be issued within ten (10) days of the incident/event. The Director of Emergency Services must have the proclamation ratified by the City Council within seven (7) days. The Proclamation can be renewed at regularly scheduled Council meetings until terminated. It is terminated when the conditions warranting the Proclamation have ended.

The Town of Los Altos Hills shall notify the Santa Clara County Office of Emergency Services that a local emergency has been proclaimed and provide a copy of the Proclamation. The County shall notify the Region OES who will coordinate the state's response to the local proclamation. The Region OES is the primary contact between CalEMA and County Office of Emergency Services for updates on the Proclamation and any requests for assistance.

The following is a list of Federal/State Disaster assistance programs requiring a Local Proclamation:

- Public Assistance
- Hazard Mitigation Grant Program
- Disaster Unemployment
- Individual & Family Grant Program
- Mortgage and Rental Assistance
- State Supplement Grant Program
- Temporary housing

Proclamation of Local Emergency documents are maintained in the Emergency Operations Center and can be found in the Management Emergency Operations Guide.

## **Town Emergency Staff**

### **Director of Emergency Services**

The City Manager shall be the Director of Emergency Services. The Municipal Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency. The proclamation is subject to confirmation by the City Council at the earliest practicable time and no later than seven (7) days.

## **Town of Los Altos Hills Emergency Plan**

The Director of Emergency Services is empowered to proclaim a State of Emergency through the Governor's Office when the resources of the Town are inadequate to cope with an emergency.

The Director shall represent or provide representation of the Town in all dealings with public or private agencies pertaining to civil preparedness in the event of an emergency.

In the event of a "State of War Emergency," "State of Emergency," or "Local Emergency," the Director of Emergency Services, when specifically directed by the Mayor, is empowered to make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by the emergency, obtain vital supplies, equipment and other properties found lacking and needed for the protection of the life and property of the people.

The Director of Emergency Services can require emergency services of any Town officer or employee and, in the event of the proclamation of a State of War Emergency or a State of Emergency by the Governor, can command the aid of as many citizens of this community as deemed necessary in the execution of his or her duties.

### **Assistant Director of Emergency Services**

The Planning Director shall hold the office of Assistant Director of Emergency Services. The Assistant Director of Emergency Services has been empowered by the Town's Municipal Code with the same duties as the Director of Emergency Services.

In the event that the Director is unable or unavailable to respond to the EOC during an emergency, the Assistant shall respond to the Town's EOC and assume the command position until relieved by the Director of Emergency Services or other competent authority (Mayor, Mayor Pro Tem or designated Council member).

### **Acting Director of Emergency Services**

The Mayor shall serve as the Acting Director of Emergency Services. In the event of the absence or inability of the Mayor to act, the following persons shall serve as Acting Director of Emergency Services in successive order: Mayor Pro Tem, the most recent past Mayor, the remaining Council members in order of seniority.

The Acting Director of Emergency Services has been empowered by the Town's Municipal Code with the same duties as the Director of Emergency Services. In the event that the Director and Assistant Director of Emergency Services are unable or unavailable to respond to the Town's EOC during an emergency, the Acting Director of Emergency Services shall respond to the Town's EOC and assume the command position until relieved by the Director of Emergency Services or other competent authority.

### **Director of Emergency Services-Response to the EOC**



## **Town of Los Altos Hills Emergency Plan**

If an emergency or disaster occurs during non-business hours, the Director of Emergency Services shall respond to the Town's EOC. The immediate response of the Director is critical to the operations of the EOC. If the Director is unable to respond to the EOC, the Assistant or Acting Director of Emergency Services shall respond to the EOC as described in the Municipal Code sections cited earlier.

If all forms of communications are lost as a result of an emergency or disaster, the Director, Assistant and all designated Acting Directors of Emergency Services shall "self dispatch" to the Town's EOC. The command position shall be maintained by the first to arrive until relieved by the Director of Emergency Services.

### **Activating Town Staff**

Government Code 3100 states: ***In the protection of the state's citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or law."***

The Director of Emergency Services is empowered to require emergency services of any Town officer or employee during a disaster or emergency. Depending on the severity of the emergency, the Director may mobilize the required amount of staff necessary to cope with the event.

The Director's first task is to quickly determine if the event is of such size or severity that the Emergency Operations Center should be made operational and how to adequately staff the EOC.

There are four classifications that the Director can use to help determine the EOC operational status:

1. Minor Emergency
2. Limited Emergency
3. Potential Emergency
4. Full Emergency

#### **Minor Emergency:**

Minor emergencies are those that are handled on a day-today basis by police and fire departments. The EOC is usually not activated.

#### **Limited Emergency:**

A limited emergency requires a limited staff for the EOC. Only those functions of the EOC that are necessary to cope with the limited emergency are operational. Limited emergency situations fall into two categories: The first is an advanced readiness for what may become a full emergency at a later time. An example would be a small earthquake with a prediction of a stronger one to follow. The second category is when a minor

## **Town of Los Altos Hills Emergency Plan**

emergency goes beyond the conditions that can be handled by the day-to-day operations of the Town. An example would be a serious fire turning to a major disaster. The EOC can be activated on a limited basis to help with citizen care, shelter and the protection of property.

### **Potential Emergency:**

A potential emergency is one step beyond a limited emergency. Under these conditions, limited staff should be supplemented to more closely monitor the situation. During this stage, most communication links of the EOC are tested and made operational.

### **Full Emergency:**

A full emergency requires total mobilization of Town staff. The Director will contact or delegate the duties of contacting Town staff after determining the required staff necessary to manage the emergency.

The Director, Assistant Director, or Acting Director of Emergency Services may utilize the Operations Guide in the EOC to contact Town staff needed to respond to Town Hall during an emergency event. Planning and Intelligence will assist with the scheduling of relief personnel.

After receiving notification to respond to the EOC, Town staff shall check in with the Director of Emergency Services. The Director will assign duties to staff according to their job titles, skills and required services needed. Staff will be relieved or excused from duty by the Director.

**Important:** *If all forms of communications are lost due to the severity of the disaster, all Town staff shall “self dispatch” to the Town’s EOC only after*

*responding to their family’s needs and assuring their safety. The Director will determine what staff is needed to efficiently cope with the emergency event.*

## **Duties of Town Staff**

The duties and responsibilities of remaining Town staff during an emergency are listed according to title:

### **City Clerk:**

The City Clerk will act as the Town’s Public Information Officer (PIO), responsible for the dissemination of information to the public and media. The Clerk may also assist with the registration of spontaneous volunteers.

### **Assistant Engineer and Engineering Technician:**

The Engineering staff will assist in damage assessments to buildings and infrastructure and may assist the Building Official with occupancy status of damaged buildings.

### **Building Official:**

## **Town of Los Altos Hills Emergency Plan**

The Building Official will provide damage assessments for buildings and infrastructure and is also responsible for determining occupancy status of damaged structures.

### **Parks and Recreation Supervisor:**

The Parks and Recreation Supervisor will act as backup Emergency Coordinator and backup Operations Chief.

### **Associate Planner:**

The Associate Planner will be the backup Planning and Intelligence Section Chief.

### **Assistant Planner:**

The Assistant Planner works under the supervision of the Planning Section Chief will assist with the gathering of information and documentation.

### **Office Specialist:**

The Office Specialist works under the supervision of the Public Information Officer in the dissemination of information to the public and media. The Office Specialist may also assist with the registration of spontaneous volunteers.

### **Maintenance Crew:**

The Maintenance Crew works under the supervision of the Operations Section Chief or Director of Emergency Services. They can provide heavy equipment in life-saving and property protection situations. The Crew is equipped with barricades and traffic cones for street closures and traffic control.

### **Building Technician:**

The Building Technician will provide assistance during the recovery and construction phase of the disaster. The Building Technician will assist with the registration of spontaneous volunteers.

### **Planning Secretary:**

The Planning Secretary will provide assistance during the recovery and construction phase of the disaster. The Planning Secretary will assist with the registration of spontaneous volunteers.

## **Volunteers**

### **American Red Cross**

The American Red Cross Silicon Valley Chapter services the Town of Los Altos Hills. The Red Cross will self activate in a major disaster. The Director of Emergency Services may request the Red Cross to activate in a local disaster.

## **Town of Los Altos Hills Emergency Plan**

Red Cross volunteers will respond to set up temporary shelters at Foothill College or other areas specified by Town emergency management. The Red Cross will also provide food, clothing and first aid supplies.

### **Ham Operators**

Emergencies such as fire, flash flood, earthquake and major accidents strain existing telephone and fax communication. Within Los Altos Hills, public works staff addresses some limited situations, but for any significant emergency, outside resources of the Sheriff's department, the Fire department and other resources are used. Los Altos Hills maintains an Emergency Operations Center (EOC) equipped with a radio to speak to the County Emergency Operations Center plus amateur radio equipment for voice and data communication. Through the Town's Emergency Communication Committee, the Town maintains a working relationship with RACES/ARES (Radio Amateur Communications Emergency Services). These ham radio operators volunteer their time and equipment for emergencies.

Use of the service requires an obvious emergency within the town. The County may declare a state of emergency and request mutual aid from ham radio operators and other disaster service worker registered people in surrounding towns.

Hams are skilled at in rapid communication via radio. Their critical role in the Emergency Operations Center is to transmit **Initial Damage Estimates** (IDE) information via digital packet radio communication to the County EOC.

Hams have personal portable radios, mobile vehicle radios and EOC resources. The Town also supports a ham radio repeater to facilitate these emergency communications. Hams roles include but not limited to:

- Windshield surveys
- Shadowing CERT members
- Shadowing Large Animal Volunteers
- Observation
- Augment the CERT Command Post

### **CERT**

When disaster strikes it may be days before emergency medical, police and fire arrive in your neighborhood. The purpose of the **Community Emergency Response Team** and the Neighborhood Emergency Network is to organize your neighbors into teams to assist government response to a disaster. This form of volunteer organization is commonly referred to as CERT.

## **Town of Los Altos Hills Emergency Plan**

CERT may self-activate when a neighborhood is affected by a disaster. A self-activated team will size-up the loss in their neighborhood, check on neighbors with special needs and begin performing the skills they have learned to minimize further loss of life, property, and environment.

CERT neighborhood teams may also be deployed or activated by the Town's Emergency Operations Center (EOC). The EOC communicates with neighborhood CERTs through ham operators, Family Radio Service (FRS) radios, General Mobile Radio Service (GMRS) radios or cell phones. In some cases, relays of bicycle-equipped runners or vehicles can effectively carry messages between the teams and the EOC or CERT Command Post.

CERT is made up of several components:

- Neighborhood Emergency Network
- CERT Supervisors
- Block Captains
- CERT trained volunteers
- CERT Command Post

### **Neighborhood Emergency Network**

The Neighborhood Emergency Network consists of the entire Town and the surrounding County neighborhoods. When combined, the two jurisdictions are referred to as the "District".

The District is divided into 49 neighborhood groups. Ideally, each neighborhood group has a CERT trained team comprised of CERT trained and/or non-CERT trained residents and a CERT-trained Block Captain.

Advantages of having segmented neighborhood groups are:

- Defines Neighborhood Team Concept
- Helps Block Captains organize and prioritize systematic search of neighborhoods
- Improves documentation
- Helps locate residents with special needs
- Helps CERT Supervisors and ham operators organize disaster response
- Prevents duplicate work
- Effective recruitment tool

Each of the neighborhood groups is assigned a number 1 through 49. Included in the supplies issued to each CERT and ham operator is a map of their neighborhood. In

## **Town of Los Altos Hills Emergency Plan**

addition to the map, a list of every addressee located within their neighborhood is attached. The list provides columns for pre-disaster information that members and Block Captains could use to prioritize neighborhood checks. Additionally, a map shows where CERT members, Supervisors and ham operators reside within each neighborhood group.

### **CERT Supervisors**

CERT Supervisors are assigned to each CERT Command Post, activated to adequately manage an event. An event includes a disaster, training exercise and planned Town events, such as the Pathways Run or Fourth of July Parade. One CERT Supervisor will act as the Incident Commander (IC) during an event. The IC has the overall responsibility for the effective management of the incident and may be assigned to the EOC in the event of a disaster.

CERT Supervisors ensure that the primary functions of Operations, Logistics and Planning are implemented at the CERT Command Posts. They ensure CERT members and ham operators receive valid information that is immediately relayed to the EOC via ham radio or other available means of communications.

CERT Supervisors provide CERT teams and members with direction and assistance in difficult decision making situations. Supervisors are in constant communications with the EOC for this purpose.

### **CERT Block Captains**

The goal of the CERT program is to have at least one CERT Block Captain in each of the 49 neighborhoods. The Block Captain provides leadership for CERT members working in the field during a disaster. The duties of a Block Captain are:

- Organize their CERT teams
- Prioritize neighborhood searches
- Ensure the command post receives timely updates
- Maintain neighborhood information
- Work closely with ham operators
- Point of contact for CERT command post
- Organize documentation
- Provide direction to CERT and other volunteers
- Recruit CERT members from their neighborhood

### **CERT Members**

## **Town of Los Altos Hills Emergency Plan**

CERT members are required to complete a 21-hour certified CERT class and an additional 3-hour class on personal emergency preparedness training. Upon completion of CERT training, members are sworn in by the Town of Los Altos Hills City Clerk in order to qualify as Disaster Service Workers.

CERT members are trained in:

- Disaster Preparedness
- Disaster Fire Suppression
- Light Search and Rescue
- Disaster Medical Operations
- First Aid and CPR
- Disaster Psychology
- Terrorism Preparedness
- FRS Radio Procedures

CERT members must be Los Altos Hills County Fire District (District) residents or have an affiliation with the District.

### **CERT Duties**

During a disaster, the Director of Emergency Services or other competent authority supervising the EOC may activate CERT or CERT may self deploy during a disaster. CERT Block Captains deploy their teams to:

- Perform damage assessment surveys and communicate the results to the EOC Planning Section through available communications (cell phone, landline, radio, and runner). A ham operator may be assigned as a shadow to assist CERT members
- Check on neighbors with special needs, such as elderly or persons with disabilities
- Perform hazard mitigation, first aid and rescue within the scope of training members received
- Identify resource needs in their neighborhood and communicate those needs to the CERT command post
- Provide Mutual Aid with approval from the EOC

Examples of other duties CERT members may perform:

- Traffic Control
- Runners
- Dispense Medications
- Shelter Operations
- Dispense CERT supplies from trailers and ARK
- Augment EOC staff

## **Town of Los Altos Hills Emergency Plan**

- Dispense meals
- Assist CERT Supervisors

CERT members and ham operators also assist during non-emergency events such as parades, picnics or other Town sponsored events. CERT members may assist other agencies with events such as the City of Los Altos Holiday Parade or Cupertino's Forth of July event. Members may be called upon to assist other agencies during a disaster. Requests to assist outside agencies are considered mutual aid.

### **CERT Command Post**

CERT trailers and ARK serve as a CERT Command Post. Currently, there are two fully-equipped CERT trailers and an ARK available to CERT members. A detailed list of CERT trailer supplies is found in the EOC Emergency Operations Guide and in each trailer. Trailers contain first aid supplies, search and rescue equipment, shelter supplies, food and water, generator and equipment and supplies necessary to operate a command post.

CERT trailers are located at:

- El Monte Fire Station, 12355 El Monte Road, Los Altos Hills
- Loyola Fire Station, 765 Fremont Ave, Los Altos

The ARK is located across from the El Monte Fire Station at Foothill College parking lot number 7.

The CERT trailers and ARK are accessed or transported by:

- County Fire Emergency Services Coordinator
- Town Public Safety Officer
- CERT Supervisors
- Any person authorized by any of the above

In the event of a disaster, the CERT Command Post location is determined by the supervising authority in the EOC. Supervising authority may include the mayor, a council member or ham operator. Depending on the severity of the disaster, more than one Command Post may be required.

The Logistics Chief at the CERT Command Post is responsible for issuing equipment, supplies and maintaining CERT trailer inventory during a disaster.

Ham radio operators are responsible for radio set up and operations. Each trailer is equipped with radios, antennas and coaxial cables. Ideally, 3 ham operators are assigned to a CERT command post. This may vary depending on the availability of ham operators.

### **California Worker's Compensation Insurance**



## **Town of Los Altos Hills Emergency Plan**

With the implementation of the Neighborhood Emergency Network, CERTs and Ham radio operators, who have been duly sworn in by the Town, will work under the direction of the Town during a disaster. Whether self-deployed or working directly with the EOC during a disaster (or other Town sponsored events and training exercises), CERT and ham volunteers are covered by state Worker's Compensation Insurance.

A CERT team may include non-CERT trained volunteers. These non-trained volunteers, working with a CERT trained team, are not covered by state Worker's Compensation.

Once sworn in, CERT and ham operators are issued an Emergency Responder Identification card. These cards are commonly referred to as a Disaster Service Worker (DSW) card. The DSW card along with a valid picture ID should allow a sworn volunteer into a disaster area as long as the law enforcement agency has been properly notified.

### ***IMPORTANT!***

***CERT or ham operators will not be allowed into an area that has been deemed, by fire or law enforcement agency, an immediate threat to persons.***

### **On-Going Training and Exercises**

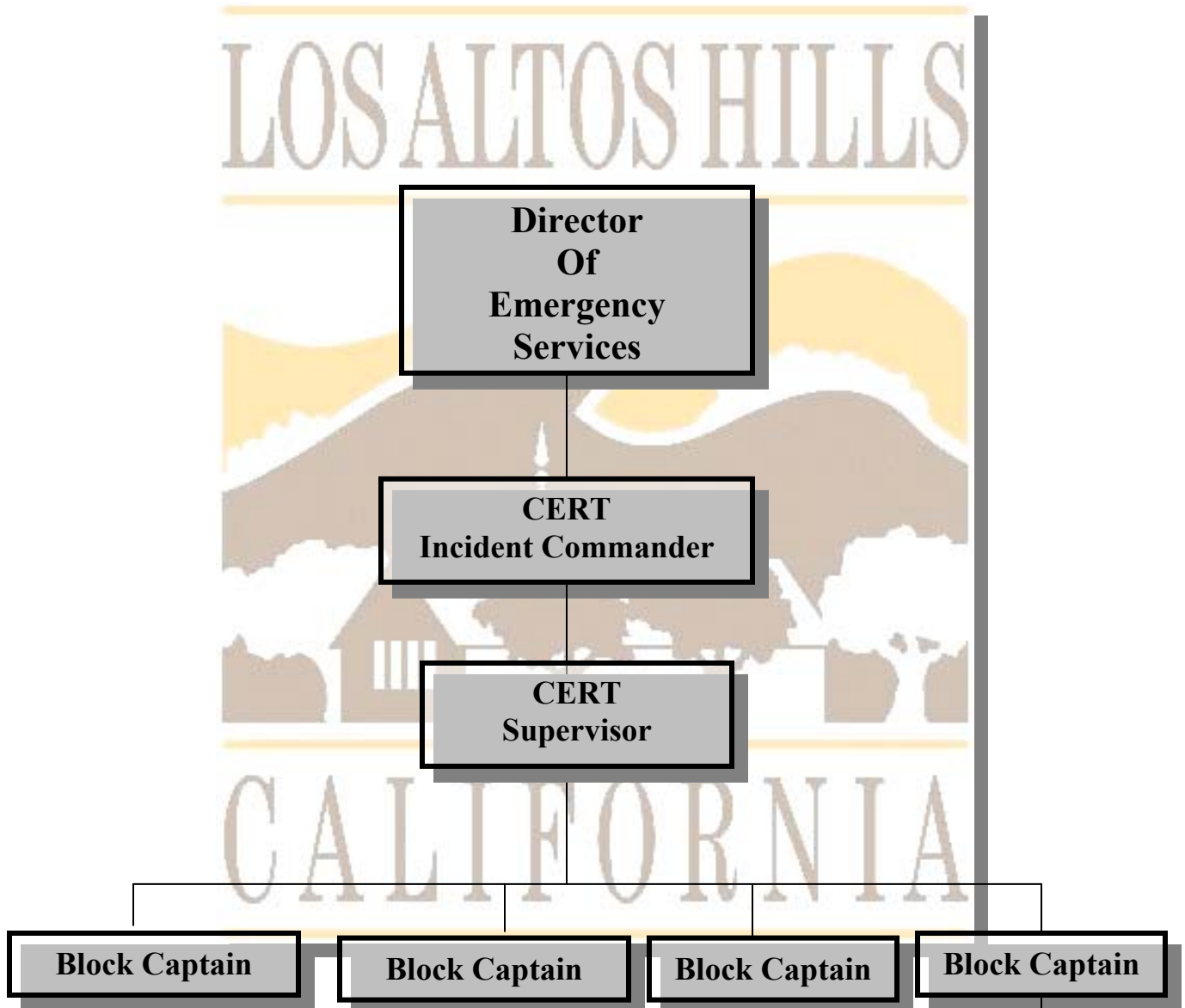
CERT members and ham operators are encouraged to participate in at least 3 exercises a year. Exercises include new topics for CERT training or refresher classes, such as first aid or radio operations.

There is one major functional exercise a year. This exercise will require the activation of CERT, ham operators and the Town's EOC. The activation of the Town's EOC includes the participation of Town emergency staff. The functional exercise usually involves a region-wide disaster requiring status reports to the state EOC. Information collected at the field level by CERT and ham operators requires EOC staff to implement the Standardized Emergency Management System.

### **Neighborhood Network Program**

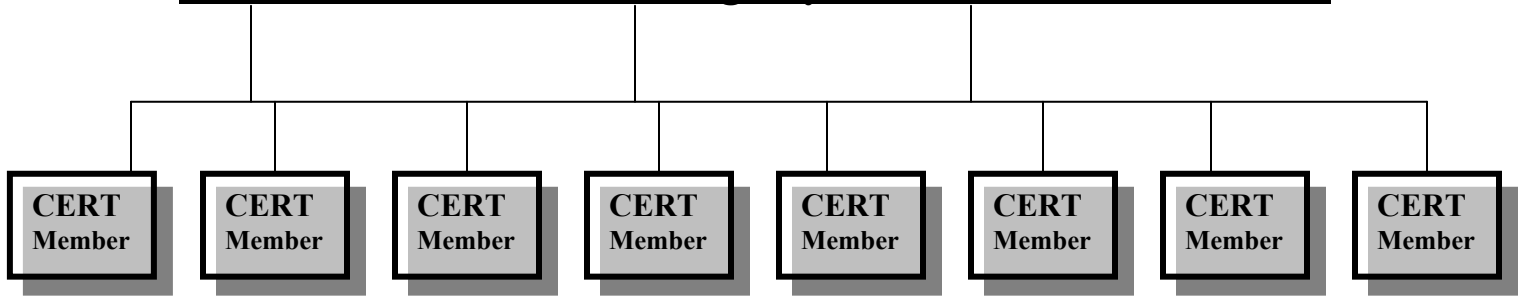
The Neighborhood Network Program (Program) was developed by the Town's Community Relations Committee. The purpose of the Program is to provide support for Los Altos Hills residents wishing to host a social event at their homes. Residents invite their neighbors to discuss CERT, emergency preparedness and other important issues in their neighborhood. Neighbors are encouraged to exchange information that would be beneficial to CERT following a disaster. County neighborhoods that make up the District are encouraged to hold similar events.

**CERT  
Command Structure**



## **Town of Los Altos Hills Emergency Plan**

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### **Large Animal Evacuation Volunteers**

Large animal evacuation volunteers are members of the community and other professionals who are qualified to operate animal transportation vehicles and handle horses and other large animals. Other volunteers may be used to assist with unskilled activities such as feeding, record keeping, organizing donations, answering phones and delivering messages. Qualified volunteers have been pre-registered with the Town as Disaster Service Workers. Additional volunteers who assist with transporting and sheltering animals during a disaster must register with the Town as Disaster Service Workers at the time of any emergency.

The Town of Los Altos Hills Emergency Animal Evacuation Plan is intended as a guide for emergency staff to perform the critical field response support for the safe evacuation and sheltering of animals during a disaster. The plan outlines the procedures to organize qualified teams of volunteers to transport animals to an area that is safe and meets the animal's sheltering needs.

The Animal Evacuation Plan is used in conjunction with the Emergency Operations Guide found in the Town's Primary and Alternate Emergency Operations Centers. The guide contains current contact information for trained volunteers. The information is confidential and will only be used by emergency staff during training exercises or an actual disaster.

### **Spontaneous Volunteers**

Local government is often the first point of contact for volunteers who want to help after an emergency or disaster. Past experience from well-known disasters such as Loma Prieta, 9/11 and Northridge has demonstrated that volunteers will congregate at city halls, fire stations, community centers, incident sites and other places where they believe there may be opportunities to volunteer. While well intentioned, these volunteers can often hinder the efforts of emergency responders.

In anticipation of this response, the Volunteer Center of Silicon Valley (VCSV) and the Town of Los Altos Hills propose to share responsibility for the management of

## **Town of Los Altos Hills Emergency Plan**

spontaneous volunteers during a disaster. Working collaboratively, the VCSV will support the Town to meet the needs of local citizens and residents who want to volunteer in a disaster. The Town has the option to activate the VCSV or manage volunteers independently of VCSV. There are no costs to the Town for the activation and training services provided by VCSV.

### **Emergency Operations Center**

The Emergency Operations Center (EOC) is the Town's centralized location for the collection and dissemination of emergency response information. The EOC is where emergency response actions are managed and resource allocations and responses are tracked and coordinated by Town staff, volunteers and outside jurisdictions.

Information collected at the EOC is shared with but not limited to:

- Law, fire and rescue first responders
- County Office of Emergency Services
- Media
- City Council
- Public

### **Primary Emergency Operation Center Location**

The Primary Emergency Operations Center is located in the Heritage House, 26379 Fremont Road, Los Altos Hills. Access Code: 14986 then press ENT

### **Alternate Emergency Operations Center**

The alternate location is the El Monte Fire Station at Foothill College, 12355 El Monte Road, Los Altos Hills. The Alternate EOC is located in the Training Room on the lower floor. Access code: 12355

### **Activating the Emergency Operations Center**

The level of activation at various SEMS levels described in the previous chapters will be determined by the requirements of the emergency. Five general criteria exist to help determine when the EOC should be activated:

1. Resources beyond the Town's capabilities are required.
2. The emergency is of long duration.

## **Town of Los Altos Hills Emergency Plan**

3. Major policy decisions will or may be needed.
4. A local or state emergency is or may be declared.
5. Activation of an EOC will be advantageous to the successful management of an emergency.

The following persons are authorized to activate the EOC:

- Director of Emergency Services
- Mayor, Mayor Pro Tem and any Council member.
- ECC Chairperson or ECC member authorized by the Chairperson
- Public Safety Officer
- Any Department Head

EOC personnel shall refer to the Emergency Operations Guide for the activation checklist, standard operating procedures and function checklist.

### **Activating the Alternate EOC**

The Alternate EOC shall be activated when the Heritage House has been determined unsafe due to damage or is in imminent danger. As soon as it is determined that the Alternate EOC needs to be activated, a sign indicating that the EOC has been relocated to the El Monte Fire Station shall be placed at the entrance to the Heritage House. Access code for the Alternate EOC: 12355

### **Operating Requirements of the Town's EOC**

- The EOC shall be activated for any major emergency that requires multiple department simultaneous operations.
- Emergency management staff shall determine if a Proclamation of Local Emergency is required.
- Authorized EOC personnel must be capable of activation within one hour and able to maintain full operation status under all emergency conditions.
- Safe access into the facility for emergency staff must be assured, as well as providing staff a secure facility from all potential hazards.
- Staff in the EOC shall provide direction, supplies and resources to emergency volunteers, such as CERT, ham radio operators and large animal evacuation volunteers.

## Town of Los Altos Hills Emergency Plan

- Emergency staff will follow the five primary SEMS functions of Management, Operations, Planning, Logistics and Finance.
- The EOC will operate primarily in an information processing, policy and priority setting and coordinating role. *The EOC does not provide tactical direction to law enforcement, fire, search and rescue and medical field units.*
- The EOC will assist in coordinating the allocation of and/or critical resources between departments, and be the central location for locating and requesting

supplemental and out-of-jurisdiction resources when necessary. Resources obtained through mutual aid will be processed through the OpArea.

- Functional workstations in the EOC will have the capability to communicate by telephone and/or radio to outside jurisdiction EOC's, field command posts and mobile ham operators for information exchange.
- The EOC will be the primary point for developing **Initial Damage Estimates** information to the OpArea and approving official information for distribution to media and public through the Public Information Officer (PIO).
- The EOC will provide for coordination of damage assessments and recovery activities required by the emergency as determined by Town policy.

## Emergency Operations Center



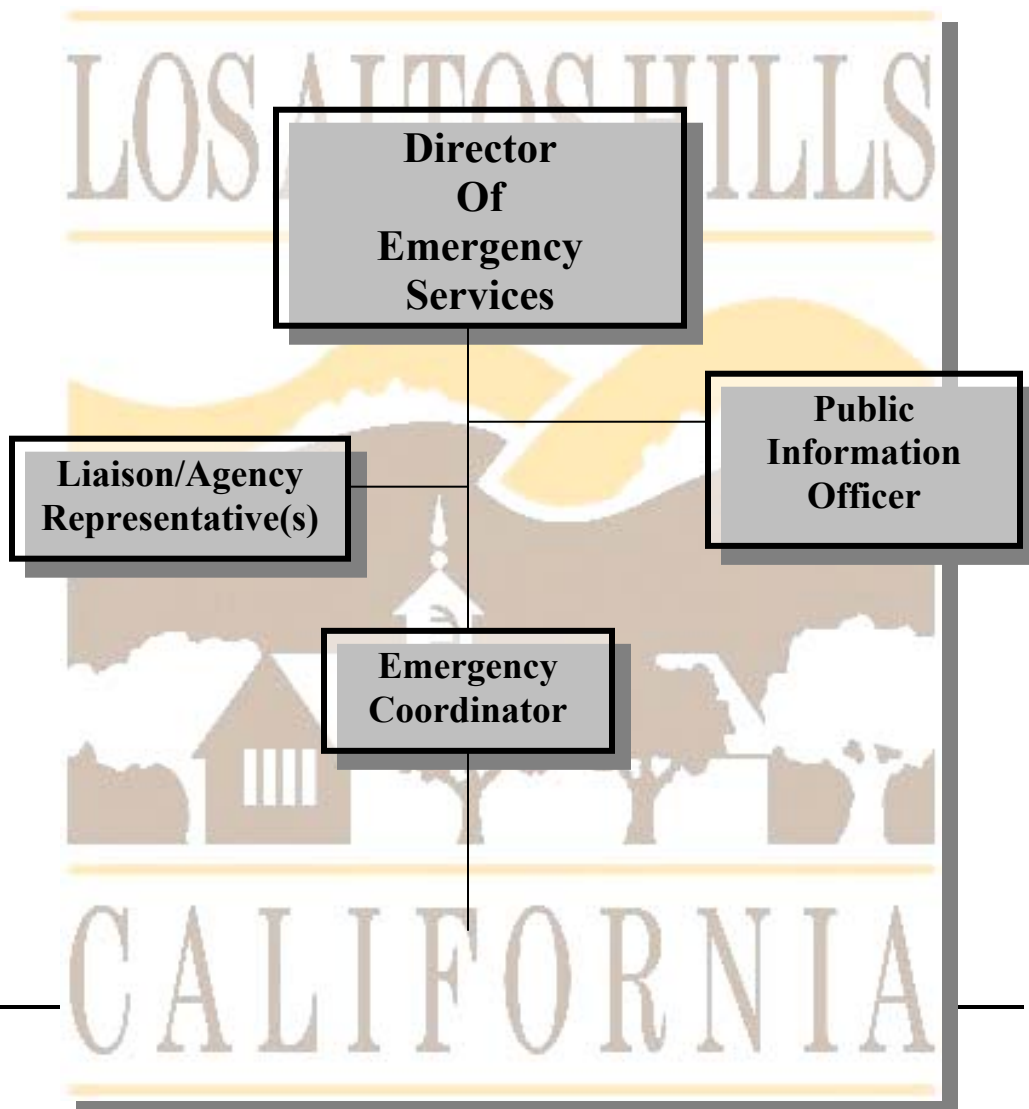
## **Town of Los Altos Hills Emergency Plan**

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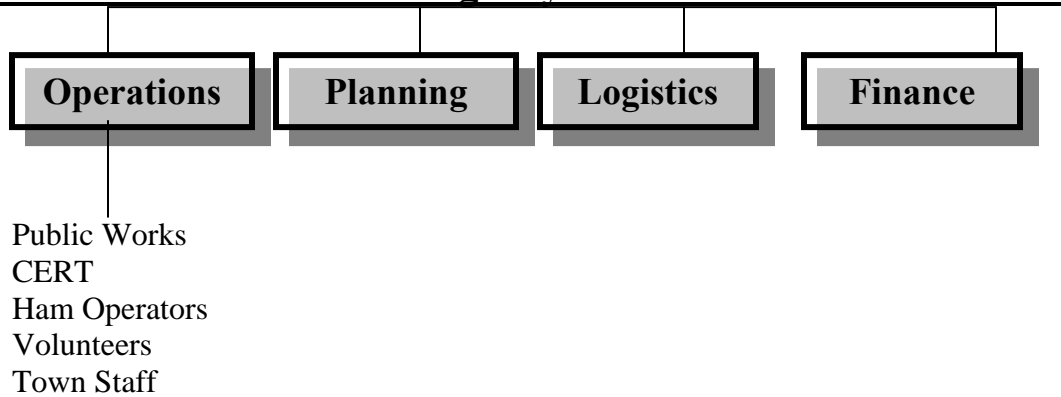
**Heritage House, 26379 Fremont Road, Los Altos Hills**

### **The Town of Los Altos Hills EOC Organization Chart**

Organization Charts are developed when the EOC is activated. Charts record personnel assignments for each shift in the EOC or when a major change in staffing is made. Planning and Intelligence Section Chief is responsible for maintaining Organization Charts. Charts are supporting documentation that SEMS was utilized to manage the Town's response to a disaster or emergency.



## Town of Los Altos Hills Emergency Plan



### Recovery Operations

The County of Santa Clara, Los Altos Hills and special districts serving the town will be involved in recovery operations. In the aftermath of a disaster, many residents will have specific needs that must be met before they can return to their pre-disaster lives. Typically, there will be a need for such services as the following;

- assessment of the extent and severity of damages to homes and other property
- restoration of services generally available in communities - water, food, and medical assistance
- repair of damaged homes and property
- professional counseling when the sudden changes resulting from the emergency have resulted in mental anguish and inability to cope

The town will help individuals and families recover by ensuring that these services are available and by seeking additional resources if the community needs them. The OpArea can provide resources for these needs.

Recovery occurs in two phases: short-term and long-term. Short-term recovery operations will begin during the response phase of the emergency. The major objectives of short-term recovery operations include rapid debris removal and clean-up, and orderly and coordinated restoration of essential services (electricity, water, and sanitary systems).

Structures that present public safety threats will be demolished and abated during short-term recovery operations.

The goal of short-term recovery is to restore local government services to at least minimal capacity. Short-term recovery includes:

- utility restoration
- expanded social, medical and mental health services
- re-establishment of Town operations
- debris removal and clean-up operation

The major objectives of long-term recovery operations include:

- coordinated delivery of long-term social and health services



## **Town of Los Altos Hills Emergency Plan**

- improved land use planning
- an improved Town Emergency Operations Plan
- recovery of disaster response costs
- effective integration of mitigation strategies into recovery planning and operations

The Town will coordinate with special districts and private utility companies on all efforts to restore utility systems and services during recovery operations. Medical services will continue in temporary facilities, as necessary. The County Health Department will be requested to coordinate and conduct Critical Stress Debriefings for emergency response personnel and victims of the disaster/event.

For federally-declared disasters, tele-registration centers might be established by the Federal Emergency Management Agency (FEMA) to assist disaster victims and businesses in applying for individual assistance grants.

In coordination with the American Red Cross, shelter for disaster victims will be provided until housing can be arranged. Debris removal and clean-up operations are expedited during short-term recovery operations.

The goal of long-term recovery is to restore facilities to the extent possible. Long-term recovery includes hazard mitigation activities, restoration and reconstruction of public facilities, and disaster response cost recovery.

Hazard mitigation actions may need to be coordinated and employed in all activities by the Town in order to ensure a maximum reduction of vulnerability to future disasters. The Town will strive to restore essential facilities to their pre-disaster condition by retrofitting, repairing or reconstructing them during long-term recovery operations.

### **Recovery Operations Organization**

Recovery operations will be managed and directed by the *Planning Director*. On a regularly scheduled basis, the *Planning Director* will convene meetings with department managers, key individuals, and representatives from affected jurisdictions and special districts. These meetings will be held to collectively make policy decisions and to gather and disseminate information regarding completed and ongoing recovery operations. The Emergency Services Director will assist the *Planning Director* in facilitating and leading the recovery process. Appropriate Town staff will also be represented and responsible for certain functions throughout the recovery process.

### **Recovery Damage/Safety Assessment**

An Initial Damage Estimate (IDE) will be developed during the emergency response phase to support a request for gubernatorial proclamation and for the State to request a

## **Town of Los Altos Hills Emergency Plan**

presidential declaration. IDEs are transmitted to the state OES through the Response Information Management System (RIMS).

This will be followed by a detailed assessment of damage during the recovery phase by the County, cities, and special districts as needed.

This detailed assessment will provide the basis for determining the type and amount of state and/or federal financial assistance available for recovery.

The Planning Section of the Recovery Operations Organization will complete the detailed damage/safety assessment with input from sections as needed. The Operations Section will in most cases supply the detailed damage/safety assessment input.

### **Recovery Documentation**

Documentation is the key to recovering emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.

Under the State Natural Disaster Assistance Act (NDAA), documentation is required for damage sustained to public buildings, levees, flood control works, irrigation works, county roads, city streets, bridges, and other public works.

Under federal disaster assistance programs, documentation must be obtained regarding damage sustained to roads, water control facilities, public buildings and related equipment, public utilities, facilities under construction, recreational and park facilities, educational institutions, and certain private non-profit facilities.

Debris removal and emergency response costs incurred by the affected entities should also be documented for assistance purposes under the federal programs. It will be the responsibility of the Town to collect documentation of these damages. The documented information should include the location and extent of damage, and estimates of costs for debris removal, emergency work, and repairing or replacing damaged facilities to pre-disaster condition.

The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be included under federal mitigation programs.

Documentation is key to recovering expenditures related to emergency response and recovery operations. Documentation must begin at the field response level and continue throughout the operations of the Emergency Operations Center as the disaster unfolds.

## **After-Action Reporting**

SEMS/NIMS requires any city, city and county, or county proclaiming a local emergency for which the governor proclaims a state of emergency to complete and transmit an after-action report to OES within (90) days of the close of the incident period.

The After-Action Report (AAR) will provide, at minimum, response actions taken, application of NIMS, suggested modifications to NIMS, necessary modifications to plans and procedures, identified training needs, and recovery activities to date.

The AAR will serve as a source for documenting the Town's emergency response activities, identifying areas of concern and successes. It will also be utilized to develop and describe a work plan for implementing improvements.

The AAR will be a composite document for all SEMS/NIMS levels, providing a broad perspective of the incident, referencing more detailed documents, and addressing all areas specified in regulations. It will include an overview of the incident, including enclosures, and addressing specific areas if necessary.

It will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the "recovery actions to date" portion of the after-action report.

The Town will be responsible for the completion and distribution of the AAR, including sending it to the Governor's Coastal Region Office of Emergency Services within the 90 day period. Data for the AAR will be collected from a questionnaire, RIMS documents, other documents developed during the disaster response, and interviews of emergency responders. The most recent AAR instructions are available on RIMS.

The AAR is a public document and will be made available through the Town's website. The AAR will be written in simple language, well-structured, brief and well-presented, and geared to multiple audiences.

### **Disaster Assistance Programs**

When requesting disaster assistance, some key areas of concern must be adequately addressed. These areas include the needs of distinct groups, disaster assistance available at each level of declaration, and the level of detail required on each request for disaster assistance.

The disaster assistance programs have been developed for the needs of four distinct groups:

- individuals
- businesses (including agriculture interests)
- governments
- non-profit organizations
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Individuals may receive loans or grants for such things as real and personal property, dental, funeral, medical, transportation, unemployment, sheltering, and rental assistance, depending on the extent of damage.

The Town is zoned residential/agriculture, but some residents work a business from their home. Loans for many types of businesses are often made available through the United States Small Business Administration, assisting with physical and economic losses as a result of a disaster or an emergency.

Programs exist for agricultural or other rural interests through the United States Department of Agriculture, including assistance for physical and production losses, repair, and reconstruction.

Funds and grants are available to government and non-profit organizations to mitigate the risk of future damage.

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The following table provides a brief summary of disaster assistance available. Detailed discussions are contained in: "A Local Government Guide to Disaster Assistance" (Governor's OES) December 1995; and in "Disaster Assistance: A Guide to Recovery Programs" FEMA 229(4), November 1995.

<b>Assistance Available with a Local Proclamation</b>	<b>Assistance Available with a State Proclamation</b>	<b>Assistance Available with Presidential Declaration</b>
<ul style="list-style-type: none"> <li>. American Red Cross</li> <li>. Mennonite Disaster Service</li> <li>. Natural Disaster Assistance Act (NDAA) (with OES Director Concurrence)</li> <li>. Assistance with Utilities</li> <li>. Local Government Tax Relief</li> <li>. Salvation Army</li> <li>. US Small Business Administration Disaster Loans</li> <li>. US Department of Agriculture</li> <li>. Other Community and Volunteer Organizations</li> </ul>	<ul style="list-style-type: none"> <li>. Board of Registration for Professional Engineers and the Contractor's License Board</li> <li>. Department of Aging</li> <li>. Natural Disaster Assistance Act (NDAA) (with OES Director Concurrence)</li> <li>. Department of Motor Vehicles</li> <li>. Department of Social Services</li> <li>. Franchise Tax Board</li> <li>. US Small Business Administration Disaster Loans</li> <li>. State Board of Equalization</li> <li>. Department of Insurance</li> <li>. US Department of Agriculture</li> <li>. Department of Veterans Affairs CALVET</li> <li>. Prior Assistance Available with Local Declarations</li> </ul>	<ul style="list-style-type: none"> <li>. Cora C. Brown Fund (Individual Assistance)</li> <li>. Crisis Counseling Program</li> <li>. Disaster Unemployment</li> <li>. Temporary Housing Program</li> <li>. Individual and Family Grant Program</li> <li>. Internal Revenue Service Tax Relief</li> <li>. Legal Aid</li> <li>. Public Assistance</li> <li>. Hazard Mitigation</li> <li>. Veterans Affairs Assistance (Housing/Medical)</li> <li>. Federal Financial Institutions</li> <li>. Employment Development Assistance</li> <li>. Prior Assistance with Local/State Declarations</li> </ul>

# **Town of Los Altos Hills Emergency Plan**

## **REFERENCES**

The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as, "The Act", provides the basic authorities for conducting emergency operations following a proclamation of Local Emergency, State of Emergency or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the Act.

The Standardized Emergency Management System (SEMS) Regulations (Chapter 1, Division 2 of Title 19 of the California Code of Regulations), establishes SEMS to provide an effective response to multi-agency and multi-jurisdiction emergencies in California.

The California Emergency Plan, which is promulgated by the Governor, is published in accordance with the Act and provides overall statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, that "the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof". Local emergency plans are considered to be extensions of the California Emergency Plan. This Emergency Operations Plan is intended to be such an extension of the State Emergency Plan.

The California Civil and Government Codes contain several references to liability release (Good Samaritan Act) for those providing emergency services.

All operations and facilities involved in the disaster response activities shall take special note of the Americans with Disabilities Act (ADA). Appropriate efforts shall be made to insure that necessary considerations are given to accommodate victims with disabilities. Public warning, emergency communications, transportation, and sheltering are areas that require special attention.

### **A. Federal**

Americans with Disabilities Act (ADA), 1990

Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended)

Federal Civil Defense Act of 1950 (Public Law 920), as amended

National Response Framework (DHS), as amended

NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team)

## **Town of Los Altos Hills Emergency Plan**

Homeland Security Presidential Directive 5, February 28, 2003 - Established the National Incident Management System (NIMS)

DHS Secretary Ridge Letter to the Governors, September 8, 2004 - Outlines NIMS Requirements

### **B. State**

Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations) and Government Code Section 8607(a).

Standardized Emergency Management System (SEMS) Guidelines

California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

‘Good Samaritan’ Liability

California Emergency Plan, September 2005

California Natural Disaster Assistance Act (Chapter 7.5 of Division 1 of Title 2 of the Government Code)

Preservation of Local Government, Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code)

Temporary County Seats, Section 23600, Article 1 of Chapter 4 of Division 1 of Title 3 of the Government Code

California Hazardous Materials Incident Contingency Plan, California Code of Regulations, Title 8, Section 5192

California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials

Orders and Regulations, which may be Selectively Promulgated by the Governor during a State of Emergency

Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency

California Master Mutual Aid Agreement, November 15, 1950

California Law Enforcement Mutual Aid Plan, 7<sup>th</sup> edition, January 2003

California Coroners Mutual Aid Plan, March 2006

## **Town of Los Altos Hills Emergency Plan**

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California Fire Service and Rescue Emergency Mutual Aid Plan, March 2002

Judicial System, Article VI, Section 1, 4, 5, and 10, of the Constitution of California

Local Government, Article XI, of the Constitution of California

### **C. Local**

Town of Los Altos Hills Municipal Ordinance Title 4, Public Safety, Chapter 1, Emergency Organization and Protection, Section 4-1.01 Preparation and Plans